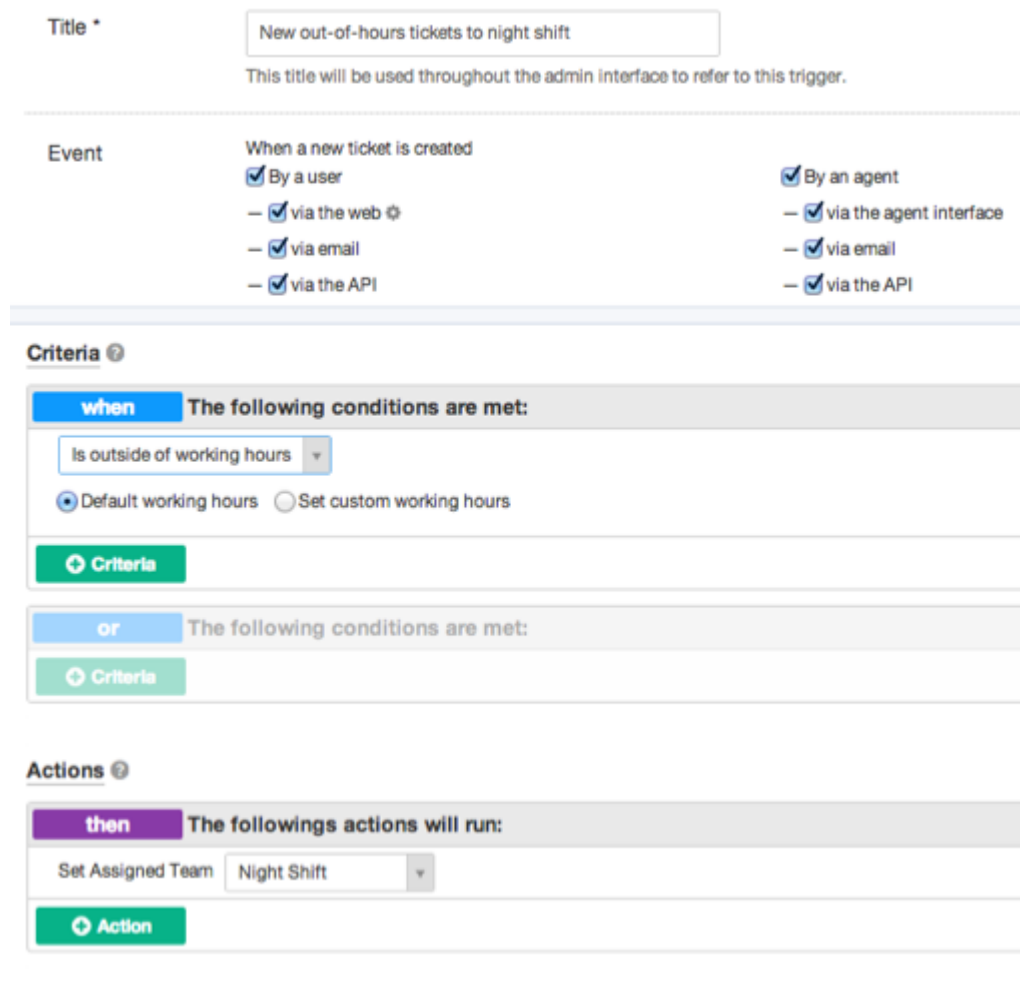


## How do I assign out-of-hour tickets to a particular team?

Ben Henley - 2018-03-14 - Comment (1) - Using Deskpro

Suppose you want to treat incoming tickets differently if they are created outside of working hours. In this example, we'll show how to assign them to a night shift team.

This is easy to accomplish with triggers:



The screenshot shows the configuration for a trigger in Deskpro. It is divided into three main sections: Title, Event, and Actions.

- Title \***: A text input field contains "New out-of-hours tickets to night shift". Below it, a note states: "This title will be used throughout the admin interface to refer to this trigger."
- Event**: The event is "When a new ticket is created". It has two columns of checkboxes:
  - Left column:  By a user, with sub-options:  via the web,  via email, and  via the API.
  - Right column:  By an agent, with sub-options:  via the agent interface,  via email, and  via the API.
- Criteria**: This section is divided into two parts:
  - when**: A blue header with the text "The following conditions are met:". Below it is a dropdown menu set to "Is outside of working hours". There are two radio buttons: "Default working hours" (selected) and "Set custom working hours". A green button with a plus icon and the text "Criteria" is at the bottom.
  - or**: A light blue header with the text "The following conditions are met:". Below it is a green button with a plus icon and the text "Criteria".
- Actions**: This section has a purple header with the text "The followings actions will run:". Below it is a dropdown menu set to "Set Assigned Team" with a value of "Night Shift" selected. A green button with a plus icon and the text "Action" is at the bottom.

Note that the "working hours" used will be those **Default Working Hours** in **Tickets > Settings** - but you could choose to specify custom hours just for this trigger.

You'd probably also want the same team to receive *replies* to tickets from users, not just new tickets:

**Title \***   
This title will be used throughout the admin interface to refer to this trigger.

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**Event** When a new reply is submitted  
 By a user  By an agent  
–  via the web ⚙️  
–  via email  
–  via the API

---

**Criteria** ?

**when** The following conditions are met:

▾  
 Default working hours  Set custom working hours

---

**or** The following conditions are met:

---

**Actions** ?

**then** The followings actions will run:

Set Assigned Team

Ετικέτες  
2018

Comment (1)

Comment (1)

A **Alberto**

πριν από 6 χρόνια

Hi and thank you for your psot, but i cannot find any entry "is outside of workingshours" in my triggers. Where do i find them, what i have to do?

Thank you